

gm ✓

216228

C. DUKES SCOTT
EXECUTIVE DIRECTOR

1401 Main Street, Suite 900
Columbia, SC 29201



Phone: (803) 737-0800
Fax: (803) 737-0801

DAN F. ARNETT
CHIEF OF STAFF

2009-159-C

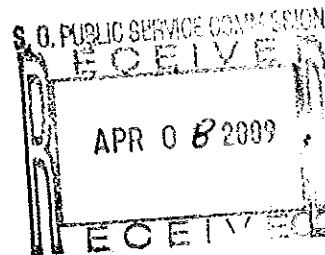
Florence P. Belser
General Counsel

fbelser@regstaff.sc.gov

VIA FIRST CLASS MAIL

April 6, 2009

Mr. Charles L. A. Terreni
Chief Clerk/Administrator
Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210



Posted: DP Rule
Dept: SP-ORS
Date: 4-9-09
Time: 10:30

RE: Letter of Mr. Bill Rice dated March 18, 2009

Dear Mr. Terreni:

The South Carolina Office of Regulatory Staff ("ORS") is in receipt of the letter from the Public Service Commission of South Carolina ("Commission") dated March 24, 2009, by which the Commission transmitted documents from Mr. Bill Rice to the ORS. By its letter, the Commission requested information concerning ORS' investigation of Mr. Rice's complaint.

This letter is to advise the Commission that the ORS has no record of investigating a complaint filed by Mr. Rice against Verizon. However, it appears from the documentation that Mr. Rice's complaint may relate to a bundled product offering. Following enactment of S.C. Code Ann. § 58-9-285 (Supp. 2008), bundled offerings and contract offerings are no longer regulated except that the Commission may enforce the terms and conditions of a bundled offering or a contract offering upon the filing of a complaint by an end user purchaser of such offering. While the ORS does not have a record of a complaint from Mr. Rice, the Consumer Services investigators at ORS will advise consumers calling in regards to a bundled offering or contract offering of the ability to file a complaint with the Commission to seek enforcement of the terms and conditions of such offering.

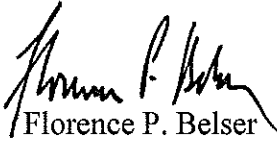
RECEIVED

APR 08 2009

PSC SC
DOCKETING DEPT.

I am, therefore, returning Mr. Rice's letter and attachments to the Commission for processing as the Commission deems appropriate.

Sincerely,



Florence P. Belser

FPB:pjm

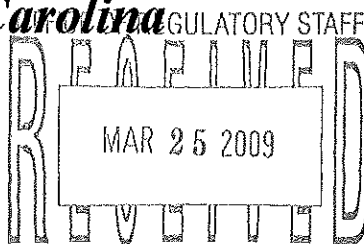
Enclosure (as stated)

cc: Mr. Bill Rice
Mr. Stan Bugner,



Charles L.A. Terreni
Chief Clerk/Administrator
Phone: (803) 896-5133
Fax: (803) 896-5246

The Public Service Commission *State of South Carolina*

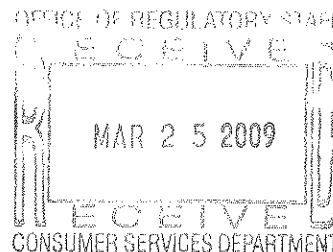


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Swain E. Whitfield, At-Large

Docketing Department
Jocelyn G. Boyd, Deputy Clerk
Phone: (803) 896-5114
Fax: (803) 896-5231

March 24, 2009

The Office of Regulatory Staff
Department of Consumer Services
1401 Main Street, Suite 900
Columbia, SC 29201



Dear Department of Consumer Services:

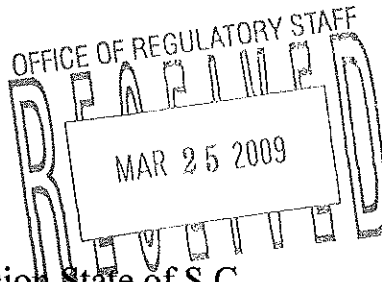
The attached documents were received by the Public Service Commission on March 24, 2009, from Mr. Bill Rice, a customer of Verizon. The attached complaint does not indicate that it has been investigated by the Department of Consumer Services.

At the conclusion of your review/investigation of the attached documents, please inform the Commission's Docketing Department in writing of your findings in order that the Commission can continue its processing of the attached complaint.

Sincerely,

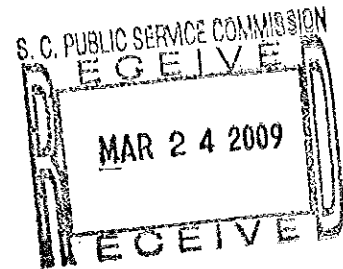
Deborah Easterling
Deborah Easterling

Attachment:



March 18, 2009

Mr. Charles Terreni
The Public Service Commission State of S.C.
PO Drawer 11649
Columbia, SC 29211



Reference: Your letter dated February 23, 2009

Subject: Verizon

Mr. Terreni;

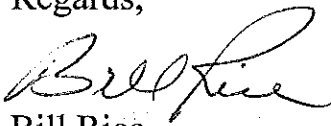
The nature of my complaint was clearly delineated in the January 22, 2009 letter and its attachments I forwarded to you office.

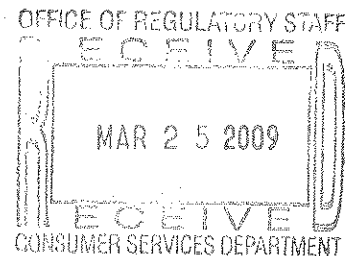
Attachment # 1 (dates 3-31-2008) clearly states that I was quoted "one" price for service and was in fact billed "another" price for service. In addition; the aforementioned letter and its associated attachments demonstrates numerous attempts, on my behalf, to seek cancellation and appropriate redress. And I might add also reflects a growing frustration with "automated answering services" and inability to speak with a "human".

I am attaching a copy of my January 22, 2009 letter and its attachments.

Please assist a consumer in resolving this issue

Regards,


Bill Rice



PO BOX 764
N Myrtle Beach, SC 29597

Email:

January 22, 2009

Verizon
Mail Code FL TP0796
PO Box 1100
Tampa, Fl 33603

SUBJECT: Acct # 19
REFERENCE: Telephone Number : 843 280 3415
ATTACHMENTS: #1 My letter to Verizon dated 3-31-08
#2 My notes from telecon with Verizon Cust. Service
Dated 6-02-08
#3 My letter to Verizon dated 6-06-08
#4 Letter from AFNI dated 12-24-08
#5 My letter to AFNI dated 01-02-09
#6 Letter from AFNI dated 1-15-09

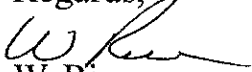
Will someone at this location PLEASE provide me with some "customer assistance"! I am literally at my wits end with "telephone prompts and holds" that I could literally scream.

If your location is not the correct location please insure that this letter gets to the appropriate location so that someone can talk with me.
I have literally been on the phone or on hold for 3 ½ to 4 hours today.

Please call me and inform me as to why my 'written notification of service discontinuance' is not sufficient for you to discontinue my service?

Contact information is listed below.

Regards,



W. Rice

PO BOX 764
N Myrtle Beach, SC 29597

Email: brice10@sc.rr.com
Home phone: 843-280-3415
Cell Phone : 843-902-3897

.cc Verizon

PO BOX 11328

St Petersburg, FL 33733

Public service Commission of S. C.

101 Executive Ctr. Dr.

Suite 100

Columbia, SC 29210

AFNI

404 Brock Dr

Bloomington, IL 61702-3517

ATTACHMENT #1

03-31-2008

Verizon Customer Service

Subject: Account # [REDACTED]

I have recently signed up for FIOS internet and long distance and local service. The monthly fee that I am being is not at all what I agreed to; I agreed to pay \$ 75.00 per month and am being charged \$ 119.34.

I have tried on numerous occasions to speak with a "human" customer service individual at your customer service number with no success; have had equal success with the online "help" . Most recently have received the attached response to my attempt at registration.

Please cancel my service as I may initiating service with Time Warner. If your Customer Service Department wishes to contact me "THE CUSTOMER" they may do so at 843-280-3415.

Good Day


Bill Rice

From Billing@verizon.net
Date 2008/06/02 Mon AM 10:49:11 CDT
To Customer@verizon.net
Subject Please contact Verizon Online to avoid service interruption

Dear Valued Verizon Online Customer,

Thank you for choosing Verizon Online. Unfortunately, we are unable to bill your Verizon Online service charges to the telephone number you provided. Please contact us immediately so that we may update your billing information to ensure continued service. We have provided you with 2 ways to update your information.

Online - Go to <http://sso.verizon.net/ssowebapp/VOLPortalLogin> and update your credit card information quickly and easily through our secure Web page.

Call Us - Call 1-800-567-6789 between the hours of 8 a.m. - 8 p.m. EST, choose the Billing option, and a representative will update your information over the phone. FiOS customers should call 1-888-338-9333.

If we do not receive valid billing information within 10 days of this letter, you will not be able to access your Verizon Online account. To avoid disruption of your service, please contact us today.

Our policy requires us to suspend your account and refer any outstanding debt to collections.

If you have an annual service contract and your service is terminated before the initial term is up, an early termination fee may apply.

Verizon Online is committed to delivering high quality service and world-class technical support to you and all of our customers.

Sincerely,

Verizon Online
Billing Services

1-800-483-3000

6-3-08
WILL CANCEL & POST DATE
TO DATE TEL SVC CANCELLED

ORD# 1141597

ATTACHMENT# 3

June 6, 2008

Verizon South
PO Box 920041
Dallas, TX 75392-0041

Subject: Account Number [REDACTED]
Reference # 1: Your statement dated May 22, 2008
Reference # 2: Order # 1141597

Please review your records as service, both telephone and FIOS, were cancelled on May 22nd.

This action was taken only after numerous attempts to:

- speak with a human via the telephone
- communicate via the internet
- and lastly via US Postal Service

And then to be informed that I should not have utilized the "mail"; that is too slow. I only utilized the mail as a last Resort; and have yet to even have a phone call from your firm.

Regards,

Bill Rice

PO Box 764
N. Myrtle Beach, SC 29597



ATTACHMENT #4

Afni, Inc.
404 Brock Drive
PO Box 3517
Bloomington, IL 61702-3517

COLLECTION NOTICE

This account has been placed with our agency for collection. We are requesting your assistance in resolving this matter. We may report information about your account to credit bureaus.

If you have any questions, please contact our office toll free at (877) 497-9053 Monday through Friday 7am-9pm CST. For proper credit on your account, please write this number on your payment.

Unless you notify this office within 30 days after receiving this notice that you dispute the validity of the debt or any portion thereof, this office will assume this debt is valid. If you notify this office in writing within 30 days from receiving this notice that you dispute the validity of the debt or any portion thereof, this office will obtain verification of the debt or obtain a copy of a judgement and mail you a copy of such judgement or verification. If you request this office in writing within 30 days after receiving this notice, this office will provide you with the name and address of the original creditor, if different from the current creditor. This is an attempt to collect a debt. Any information obtained will be used for the purpose. You have the right to inspect your credit. This letter is from a debt collector.

1-2-09
Spoke w/VANESSA
Need to send LTR Disputing
& Include Afni Acct #

Please retain this information for your records

Afni, Inc. Account #	Balance Due	Original Creditor	Original Creditor Account #	Letter Date
	\$427.62	VERIZON ON-LINE		1/24/2008

Detach along perforation and return bottom portion along with payment in the enclosed envelope. For proper credit, please include your Afni account # listed below on your check.

Make check payable to Afni, Inc.

Please include your Afni account # listed below on your check

(QESP)407028 004206 001 0000 09053 ASLR

AFNIF3XX

P.O. Box 20939
Ferndale, MI 48220



Make check payable to: Afni, Inc.

Afni, Inc. Account #:
Toll Free #: (877) 497-9053
Original Balance: \$427.62
Collection Fee: \$.00
Balance Due: \$427.62

WILLIAM RICE
PO BOX 764
NORTH MYRTLE BEACH, SC 29597-0764

REMIT PAYMENT TO:
Afni, Inc.
P.O. BOX 3517
BLOOMINGTON, IL 61702-3517



ATTACHMENT #5

Jan 02, 2009

Afni, Inc
404 Brock Dr
PO Box 3517
Bloomington, IL 61702-3517

REFERENCE :My Telecon. of 1-02-09 with your agency
(Vanessa)
SUBJECT: Your Collection Notice dated 12-24-08

This letter will serve a formal dispute as to the validity of this
Claim and this invalid Collection Notice.

FIOS service was cancelled with Verizon on 5-22-08 and was done
so at the Verizon Customer Service telephone location, at their
online support location and with a letter to their Verizon South
office in Dallas, TX.

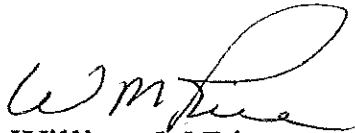
I have had several phone calls from Verizon inquiring as to why I
had not returned their equipment in the container they had
forwarded to me.

I explained on each occasion that I had not received the subject
container and that they should be forwarding subject container to
my PO box address; and further indicated that they had my mailing
address since I had received FIOS statements from them and had
been a subscriber/customer of theirs for 12 years. On each occasion
the caller noted (I assumed they noted, they indicated they had
done so) the corrected mailing address.

In my telecon. with AFNI Customer Service (Vanessa) today; I
requested a mailing address for Verizon; she indicated she did not
have one.

Please accept this correspondence as a formal dispute and denial of any charges owed to Verizon

Regards;

A handwritten signature in cursive script, appearing to read 'W M Rice', written in black ink.

William M Rice

PO Box 764

N. Myrtle Beach, SC 29597

EMAIL:

Telephone:

HOME: 843-280-3415

CELL: 843-902-3898

.cc VERIZON SOUTH

PO Box 920041

Dallas, TX 75392-0041

P.O. Box 20939
Ferndale, MI 48220

ATTACHMENT #2



afni_{sm}

404 Brock Drive
P.O. Box 3517
Bloomington, IL 61702-3517

01/15/2009

Afni, Inc. Account #:

Creditor: VERIZON ON-LINE

Creditor Account #:

Social Security #: XXX-XX-XXXX

WILLIAM RICE
PO BOX 764
NORTH MYRTLE BEACH, SC 29597-0764



Dear Valued Customer,

This is in response to your recent inquiry regarding Afni account number, ...
verified with the creditor the following information:

Creditor: VERIZON ON-LINE
Original Creditor: VERIZON ON-LINE
HGXACINS
1411 GREENWAY DR
IRVING, TX 75038

Creditor Account #

Balance: 427.62

This letter serves as verification of the debt. Upon mailing of this letter, in accordance with 15 USC 1692g, Afni will resume collection activities.

If you have any questions, please contact our office toll free at (877)497-9053 Monday-Friday 8am-5pm CST.

This is an attempt to collect a debt. Any information obtained will be used for that purpose. You have the right to inspect your credit. This letter is from a debt collector.

Sincerely,

Afni, Inc.